DOCUMENT RESUME

ED 214 015 CE 031 957

TITLE	Work Maturity Skills Program Guide.
INSTITUTION	Ohio State Univ., Columbus. National Center for Research in Vocational Education.
SPONS AGENCY	Employment and Training Administration (DOL), Washington, D.C. Office of Youth Programs.
PUB DATE	81
CONTRACT	DOL-99-0-2297-33-52
NOTE	23p.; For related documents see CE 031 933-972.
EDRS PRICE	MF01/PC01 Plus Postage.
DESCRIPTORS	Behavior; *Career Education; Communication Skills; Competence; *Competency Based Education; Cooperation; Employee Responsibility; Guidelines; Habit Formation; Hygiene; *Individualized Instruction; Job Skills; Postsecondary Education; Program Descriptions; Program Development; Program Guides; Secondary Education; Skill Development; Teacher Role; *Vocational Adjustment; *Work Attitudes
IDENTIFIERS	*Work Maturity Skills Training Program

ABSTRACT

Intended for use by participating students, this guide provides an overview of the Work Maturity Skills Training Program. (The Work Maturity Skills Training Program is a set of individualized competency-based units that are designed to help participants develop the competencies they need to find and retain jobs.) Following a statement of the purpose of the program is an examination of the nature and importance of good work attitudes, habits, and practices. Outlined next are the following work maturity skill areas addressed in the program: presenting a positive image, exhibiting positive work attitudes, practicing good work habits, practicing ethical behavior, communicating effectively, accepting responsibility, and cooperating with others. Procedures utilized in individualized and competency-based instruction are explained. (Other Work Maturity Skills Training Program materials are available separately--see note.) (MN)

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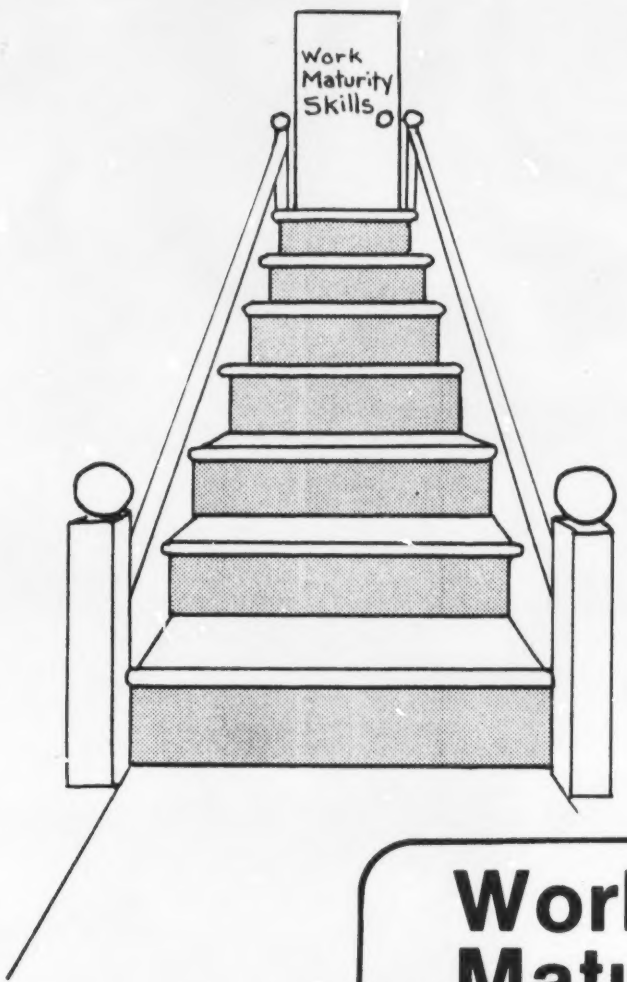

Work Maturity Skills

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Program Guide

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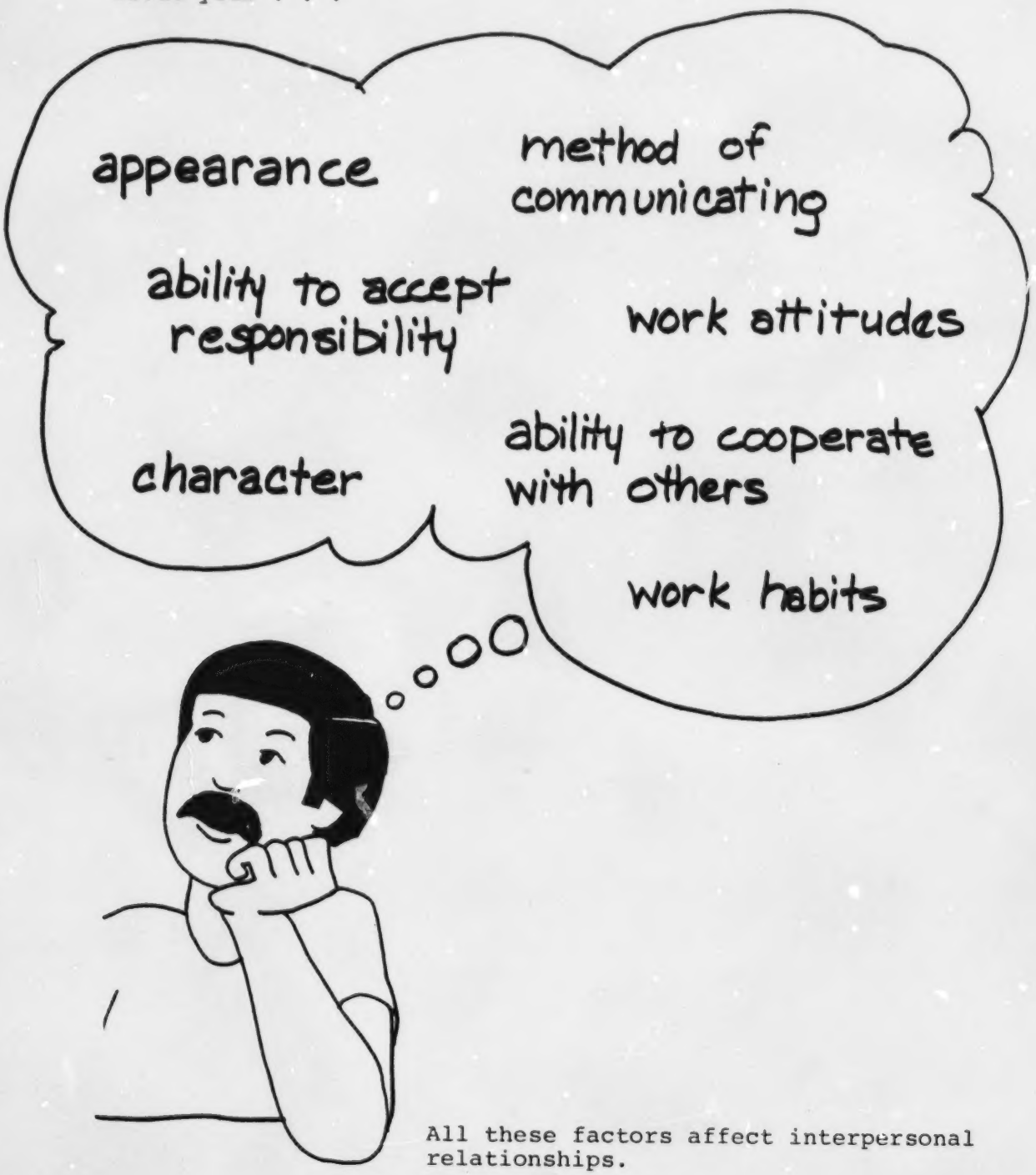
The Work Maturity Skills training program is designed to help you retain (keep) a job. Work maturity skills are skills that relate to a worker's behavior on the job. They are as important as job skills. They enable workers to function in a job setting.

All workers interact with other people . . . their bosses and co-workers; their customers and suppliers; mail workers; telephone operators, and many others. Even people who work alone interact with at least one other person. Therefore, workers must know how to get along with others.

Work maturity skills have a lot to do with relationships with others. Think about your . . .



All these factors affect interpersonal relationships.

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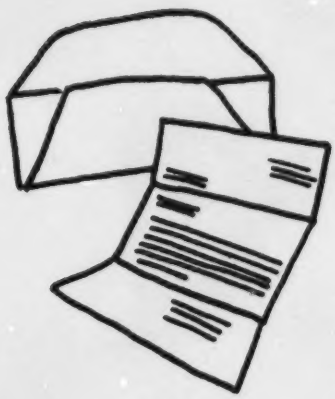
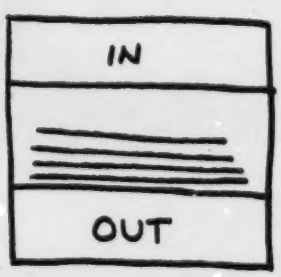
Another part of work maturity is doing a good job. There are special attitudes, habits, and practices that enable people to do their work well . . . to be productive. Some of these are . . .





- being dependable
- accepting new ways of doing things
- maintaining confidentiality
- being punctual
- using good communication
- managing responsibilities
- completing tasks willingly and on time
- operating equipment safely
- dealing with frustration

All of these factors affect quality of work.

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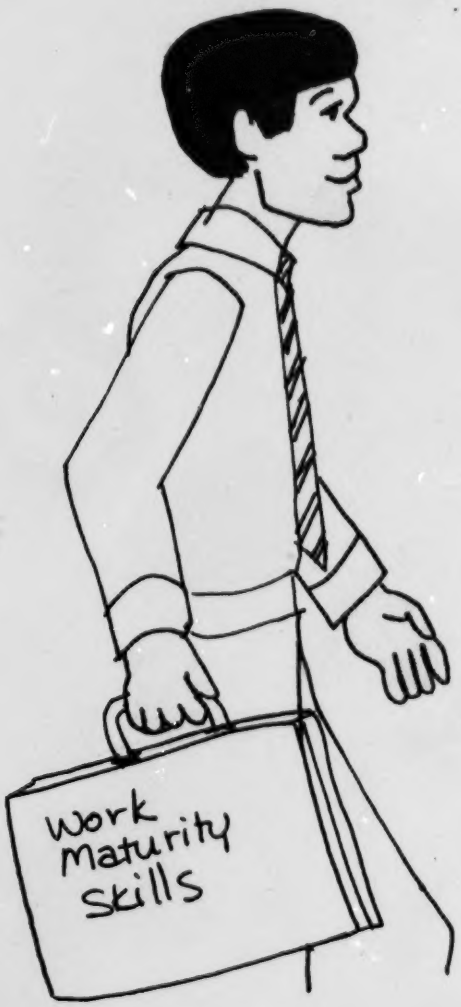
Do you know the main reason people lose their jobs? It is not because they lack job skills. It is because they cannot get along with others and do a good job. They lack work maturity skills.

Can you understand why people need skills in these areas? They affect how people see you . . . and feel about you. They affect how you do your job. They may determine whether or not you keep your job.

Once you learn these work maturity skills, you will be able to function in many kinds of jobs. That is true because these skills are transferable. That is, they can be transferred (taken) from one job to another. These are valuable skills to have in our changing society. They are skills that will keep you employable.



An outline of work maturity skills follows on page 9. This outline lists the main set of skills or competencies. These competencies were identified by a number of employers. They are the competencies employers want their workers to have. They are the competencies workers must have to succeed in their jobs.

Look at the competency statements in the outline. Competencies are listed by whole number. They are written in all caps.

1.0: PRESENT A POSITIVE IMAGE

2.0: EXHIBIT POSITIVE WORK ATTITUDES

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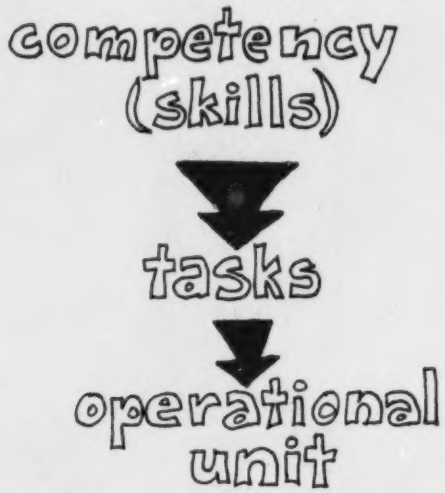
Each competency is broken down into tasks. Tasks are part of competencies. By performing the tasks, you will develop competencies. (Remember, competencies are sets of skills.) Tasks are numbered with decimals.

1.01: Follow Good Grooming Practices

1.02: Practice Good Health Habits



Each task is broken down into operational units. Operational units are units of work. They are parts of tasks. The operational unit to each task is designated by letter. It is enclosed in a box.

1.01A: Maintain Cleanliness

1.01B: Practice Dental Hygiene

Read through the outline on the next page. Get to know the content areas. Then read the Procedure section of this booklet.

Work Maturity Skills

1.0: PRESENT A POSITIVE IMAGE

- 1.01: Follow Good Grooming Practices
  - A. Maintain Cleanliness
  - B. Practice Dental Hygiene
- 1.02: Practice Good Health Habits
  - A. Follow Good Nutrition and Diet Principles
  - B. Follow Habits That Promote Physical Fitness
- 1.03: Dress Appropriately for the Job
  - A. Select Appropriate Work Clothing
  - B. Keep Clothing in Good Condition
- 1.04: Exhibit Self-Confidence
  - A. Identify Personal Strengths
  - B. Use Positive Body Language

2.0: EXHIBIT POSITIVE WORK ATTITUDES

- 2.01: Use Basic Social Skills
  - A. Assume Positive Behavior
  - B. Exhibit Interest in Others
- 2.02: Be Creative and Willing to Learn
  - A. Identify Creative Potential in Self and Others
  - B. Seek New Ideas and Ways of Doing Things
- 2.03: Take Pride in Your Work
  - A. Develop a Sense of Contribution About Your Work
  - B. Be Particular About the Finished Product

3.0: PRACTICE GOOD WORK HABITS

3.01: Maintain Regular Attendance

A. Be Punctual

B. Be Dependable

3.02: Be Thorough and Diligent

A. Complete Tasks Willingly and On Time

B. Be Persistent and Persevering

C. Maintain Professional Knowledge

3.03: Follow Safety Practices

A. Identify and Follow General Safety Rules

B. Operate Equipment Safely

C. Identify and Demonstrate First Aid Techniques

4.0: PRACTICE ETHICAL BEHAVIOR

4.01: Exercise Integrity and Good Judgment

A. Maintain Confidentiality

B. Maintain Loyalty

C. Demonstrate Honesty

4.02: Respect Property

A. Care for the Building

B. Care for Equipment and Furniture

4.03: Follow Company Rules

A. Follow Company Policies and Operating Procedures

B. Cooperate with Organization and Union to Resolve Conflicts

5.0: COMMUNICATE EFFECTIVELY

5.01: Demonstrate Spoken Communication Skills

A. Use Proper Language

B. Use Proper Speaking Techniques

C. Correctly Relate Information and Messages

5.02: Demonstrate Written Communication Skills

A. State Information in a Clear, Concise, and Correct Manner

B. Convey Accurate and Complete Information

5.03: Demonstrate Non-Verbal Communication Skills

A. Use Body Language to Improve Speaking Skills

B. Use Body Language to Improve Listening Skills

5.04: Demonstrate Good Listening Habits

A. Exhibit Qualities of a Good Listener

B. Follow Verbal Instructions

6.0: ACCEPT RESPONSIBILITY

6.01: Use Initiative

A. Anticipate Responsibilities on the Job

B. Be Willing to Perform Your Scope of Work

6.02: Use Problem-Solving Techniques

A. Analyze the Problem

B. Identify and Choose Among Alternatives

C. Devise a Plan of Action

6.03: Manage Personal Responsibilities

A. Manage Responsibilities of Family Living

B. Manage Personal Finances

7.0: COOPERATE WITH OTHERS

7.01: Work as a Member of a Team

A. Communicate Freely with Co-Workers and Supervisors

B. Deal with Job Frustrations

7.02: Work Under Supervision

A. Identify and Work Within the Organizational Structure

B. Cope with Conflict

You are about to begin the Work Maturity Skills training program. In it you will follow a special course of instruction. It is called individualized competency-based instruction. That is a long title!

individualized competency-based instruction

- Competency-based instruction means the instruction is based on (built around) competencies or sets of skills.

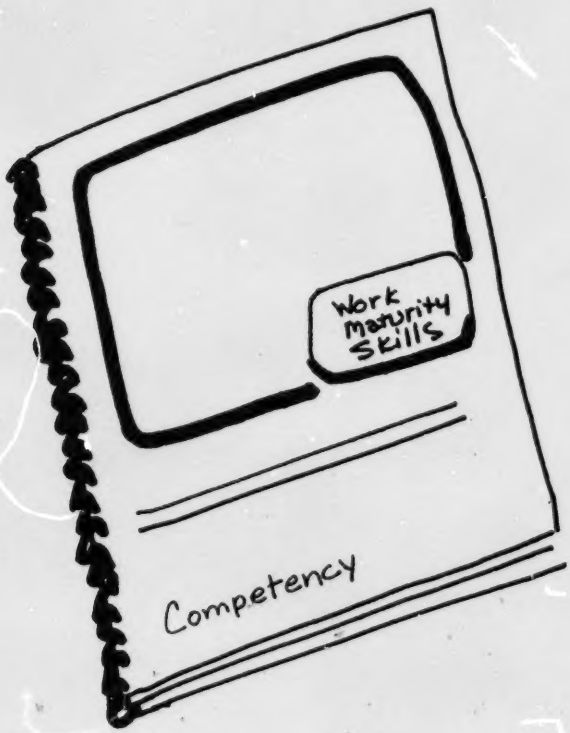
- Individualized means it is designed for you and your needs.

Procedure

Individualized competency-based instruction is special. It allows you to work on skills you need . . . not the ones you already have. For example, do you arrive on time for classes? meetings? work? Yes? Then you do not have to develop this competency. You already have it. You can spend your time on competencies you need.

There is another advantage to an individualized program. You can progress at your own pace. You may find that some skills are easy for you. They will require little time. Other skills may be especially difficult. They will require more time. You will determine the time you spend. You will set the pace. But don't allow yourself to become lazy. The earlier that you can become competent in these skills, the sooner you can go out and find a new job.

There are seven booklets in this program--one for each of the seven competencies. Look at the booklet for Competency 1.0: PRESENT A POSITIVE IMAGE. Read the table of contents. See how each task and operational unit is listed. Note the page numbers. Then, turn to the first operational unit.



Each operational unit is titled in this way.

COMPETENCY	1.0:	PRESENT A POSITIVE IMAGE
TASK	1.01:	Follow Good Grooming Practices
OPERATIONAL UNIT	1.01A:	Maintain Cleanliness

Next is the performance objective. This objective is a statement. It describes . . .

- the conditions under which you begin your performance:

  "Given information on cleanliness, . . . "

- the job-related performance expected of you:

  "the learner will be able to identify and follow at least five rules for proper care of body, face, and hair . . . "

- the standards of performance:

  "to the satisfaction of the instructor."

Next are the steps you will follow to do the unit of work.

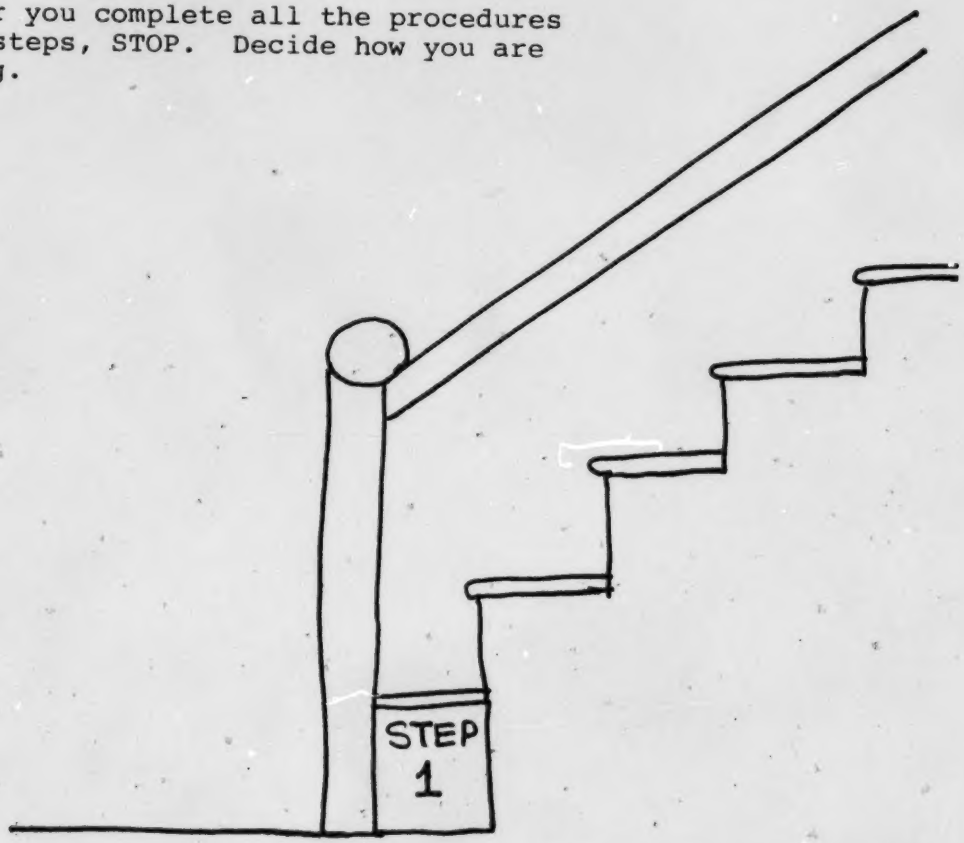
- STEP 1. Care for body.

And following are the procedures you will follow to do the steps.

- a. Discover some rules about body care. Read Information Sheet 1.01A.
- b. Talk with another participant. Discuss the reasons for practicing body care . . .

The information sheets and worksheets for each unit follow the pages of steps and procedures.

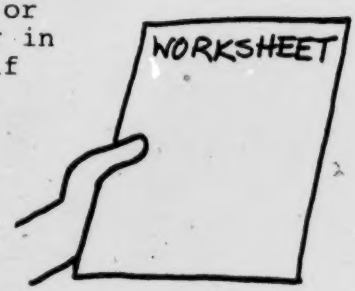
After you complete all the procedures and steps, STOP. Decide how you are doing.

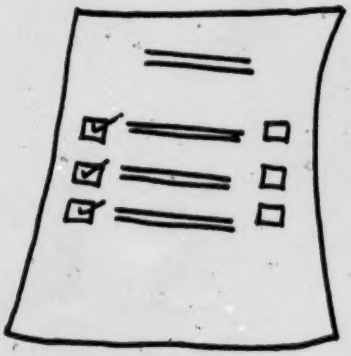


Are you in doubt about any part of the unit? If so, you must seek help from your instructor and repeat the unit.

Do you feel you have satisfactorily completed the unit? Then, take your worksheet to the instructor. Your instructor will check your worksheet.

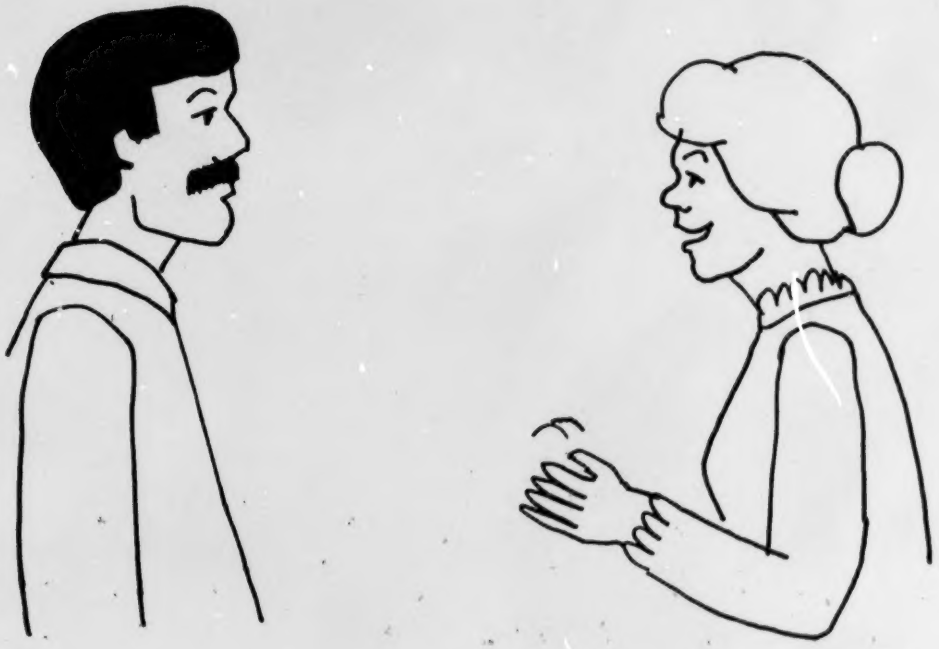
Next, you will rate yourself on the evaluation checklist. (The evaluation checklist is at the end of the unit.) Your instructor will rate you. He or she will also observe your behavior in the program . . . and advise you, if necessary.





This checklist is a helpful tool. It will tell you the sets of skills you have. It will tell your instructor--and prospective employer--the skills you have.

Now, talk with your counselor. Talk with your instructor. Review your experiences. Are there some competencies you can demonstrate (show) now?



Read the evaluation checklists on the operational units. Can you perform the steps? If so, see your instructor. Ask him or her to evaluate you. There is no need to work on competencies you already have.

Now, begin to work on a competency you need.

Good luck! Enjoy the Work Maturity Skills training program.